

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	606	536	13%	▲
	Admits	63	93	-32%	▼
	Discharges	241	17	1318%	
	Service Hours	351	434	-19%	▼
	S.Rehab/PHP/IOP	5,164	5,382	-4%	

▲ > 10% Over 1 Yr Ago    ▼ > 10% Under 1Yr Ago

### Consumer Satisfaction Survey (Based on 112 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		96%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		95%	80%	92%
✓ Respect		94%	80%	91%
✓ Access		91%	80%	88%
✓ Recovery		88%	80%	79%
✓ Outcome		86%	80%	83%

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	366	59.3%
	Social Rehabilitation	241	39.1%
	Residential Services	10	1.6%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	62	10%	13%	Male	375	62%	58%
26-34	93	15%	22%	Female	231	38%	42%
35-44	105	17%	19%				
45-54	164	27%	24%				
55-64	149	25%	17%				
65+	33	5%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	461	76%	75%	White/Caucasian	303	50%	66%
Hisp-Puerto Rican	107	18%	12%	Black/African American	252	42%	16%
Hispanic-Other	28	5%	6%	Other	34	6%	13%
Unknown	7	1%	5%	Unknown	7	1%	3%
Hispanic-Cuban	2	0%	0%	Asian	4	1%	1%
Hispanic-Mexican	1	0%	1%	Am. Indian/Native Alaskan	3	0%	0%
				Multiple Races	3	0%	1%
				Hawaiian/Other Pacific Islander			0%

Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	241	251	-4%
Admits	11	14	-21% ▼
Discharges	20	17	18% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	5,164	5,382	-4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		219	96%	90%	57%	6%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 39 Active Social Rehabilitation Programs

# Outreach and Engagement Program

Bridge House

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

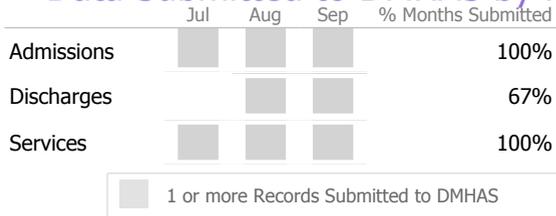
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	366	287	28%	▲
Admits	52	79	-34%	▼
Discharges	221	-		
Service Hours	351	434	-19%	▼

## Service Engagement



## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 38 Active Outreach & Engagement Programs